NLIT Summit 2007

Poster Session

Sunday, June 10, 2007
6:00—9:00 PM
Pavilions IV, V, VI

ACCESS TO NWC APPLICATIONS

Lilia Martinez, Sandia National Laboratories

Bio

Lilia Martinez has been with Sandia National Laboratories for 20 years. Her recent contributions to the Nuclear Weapons Complex include: leading the Synchronized Account Request Automated ProcEss (SARAPE) project, the NWC Inter-site Access and Support Team, and participating in the Sandia Scientific Computing Support Team. These teams serve nine NWC sites' engineering applications and high performance computing users.

Susan Romero-Sosa, Sandia National Laboratories

Bio

Susan Romero-Sosa has been working at SNL since 1987. She currently works with SNL's Corporate Computing Help Desk (CCHD) which supports desktop computing and corporate applications in both the unclassified and classified environment. Within her CCHD responsibilities, she and her team serve as the first points of contact for NWC cross-site application questions. As well as managing the day to day operations, she is involved in other department, center and corporate initiatives including NWC Inter-Site Access and Support.

Carolyn Quinn, Sandia National Laboratories

Bio

Carolyn Quinn has worked at Sandia National Laboratories since 1993 and has a BA in History and English and an MA in American Studies. Her current job responsibilities include projects with Cyber Security, Enterprise Location, NWC Inter-site Access and Support, and the NWC Central Repository. As administrator of the NWC Central Repository, she works with cross-site users establishing group memberships and trusted agreements necessary for engineering application access and collaboration across the NWC Complex.

Lisa Wishard, Sandia National Laboratories

Bio

Lisa Wishard has been working at SNL since 1999. She has a BA in English & Geography and an MS in Library and Information Science. Lisa currently works on the Web FileShare and the Inter-Site Access and Support teams at SNL. She is also involved in several projects at the Sandia Technical Library looking at access to and distribution of information.

Abstract

Access to Nuclear Weapons Complex (NWC) engineering and scientific applications exists and is widely used cross site. Further, a Help-Desk-to-Help-Desk agreement, in place since 2004, provides application support

for this cross-site collaboration. Yet, one important step for NWC collaboration may not be so well understood – how do users get access. The mystery can be solved when users know that two access paths are possible and that it is the application that identifies the path. This poster defines the two access paths, the steps each path requires, and the support available.

PRINTERS.SANDIA.GOV

K. Jarrod Collins, Sandia National Laboratories

Bio

K. Jarrod Collins has been with the Computer Support Unit of Sandia National Laboratories since 2004. Prior to this he was a system administrator for Philips Semiconductors and worked in the implementation of professional legal database software.

Abstract

The purpose of the Printers.sandia.gov website is to serve as a resource to locate and install network printers. The idea for its creation came from the need for the CSUs to provide assistance to customers in installing these printers. With its inception, customers can now go to an easily remembered web site, select a building they're located in, select a printer within proximity and connect to it. The site provides this benefit without having to know how to install a printer on a computer and without having to know the name of a print server to connect to; Both of which aren't necessarily common knowledge or publicly available. This prevents a call to CCHD and a possible ticket dispatched to the local CSU.

SANDIA NEW MEXICO—CORPORATE COMPUTING HELP DESK (CCHD) MAINTAINING QUALITY

Steve Sanchez, Sandia National Laboratories

Bio

Steve Sanchez is a Senior Member of Technical Staff and currently serves as the project manager for the Corporate Computing Help Desk (CCHD) at Sandia National Laboratories. His 10 years of experience at the laboratory also include employment as a computer support unit (CSU) Technician and as a CSU Operations Leader. Steve holds several IT industry certifications which include the Microsoft Certified Systems Engineer:Security certification.

Abstract

This poster documents the continual analysis and improvement efforts that CCHD utilizes to maintain a quality customer service experience for their customers and service partners.

SANDIA NEW MEXICO PERSONNEL MOVES

Dana Striker, Sandia National Laboratories

Bio

Dana has been with Sandia National Laboratories for 23 years, working in a variety of positions including Accounting, Facilities Support, and Construction Inspection. Dana is currently a Technical Team Lead for the Sandia National Labs New Mexico Moves Process. Dana graduated with an MBA in Human Resources from College of Santa Fe, NM in 2002. She earned and maintains a Certification in Facilities Management from the International Facilities Management Association, and an Associate's Certificate in Project Management from George Washington University and continues to pursue a Project Management Professional Certification.

Abstract

The Moves Process at Sandia National Laboratories, New Mexico was implemented to reduce the downtime associated with a personnel office move. When a request is initiated and requirements provided to a Moves Coordinator, request tickets are automatically generated to Computer Support Groups, Telecommunication/ Networking Techs and Facilities Movers who complete their portion of the move on the scheduled date and time (within a 2 ½-hour timeframe). As a result of this new integrated process, downtime related to a move has been reduced from up to a day or more, to 2 ½ hours or less; and, disruption to day-to-day production has been minimized.

SUPERCOMPUTERS AT SANDIA NATIONAL LABORATORIES

Sophia E. Corwell, Sandia National Laboratories

Bio

Sophia E. Corwell is a Member of Technical Staff (MTS) in the Scientific Computing Systems Department at Sandia National Laboratories in Albuquerque, New Mexico. She is currently a Project Leader for the Capacity Computing Linux Clusters group. Sophia has over six years of experience associated with the procurement, integration, and management of High Performance .Capacity (HPC) Linux clusters. These systems enable Sandia to perform quality work and compete globally by providing HPC infrastructure for the laboratory at benchmark efficiency.

Abstract

An overview of the Supercomputers at Sandia National Labs including architecture, monitoring tools, and cluster management software.